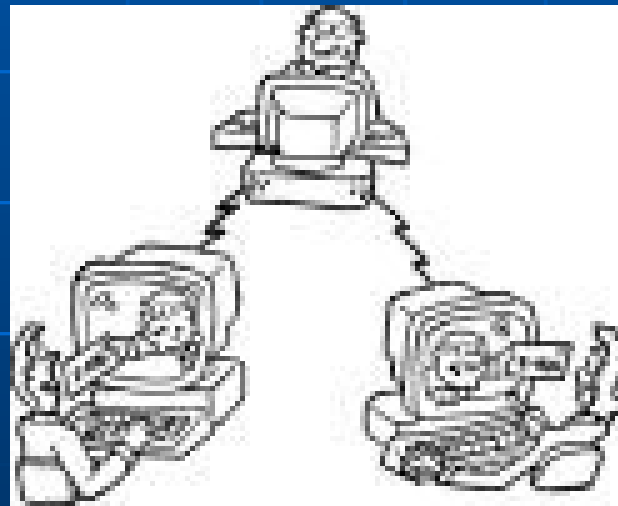


WRITING AN E-MAIL



What equipment do I need if I want to write an e-mail?

- ✓ A computer with installed appropriate software
- ✓ Modem and Internet connection
- ✓ User name and password
- ✓ Recipient`s address

Which of these things do you do with e-mail and which do you do with letters?

write a subject
send copies
write an address
add attachments
sign in
sign your name
go to your inbox
use a post box
click on a name



Commands/Fields

Explain them.

Bcc (blind carbon copy)

Cancel

Cc (carbon copy)

Home

Inbox

Options

Save draft

Recipient

Password

Add/edit attachments

Compose

Contacts

Help

Send

Sign out

Subject

To

What are the advantages of e-mails?

What about these? Do you agree with them?

We can communicate fast, specially international communications.

It is easier to express a complex idea if you are not a native speaker.

You can forward the message to others by one click.

The main points in writing e-mails

- Keep your message short
- Don't use abbreviations
- Only use capital letters for special emphasis. CAPITALS means SHOUTING!
- Don't use underlining.
- Put a complete line space between each paragraph.
- Make sure your spelling and grammar are reasonably correct.
- Always check an e-mail before sending.
- Make sure you have attached any attachments you want to send.
- Make sure you're sending it to the right person!
- If you receive the e-mail that you don't understand, reply quickly and ask clarification.

Useful phrases

OPENING

Dear Sir/Madam,
Dear Mr. Johnson,

Thank you for your e-mail.
In reply to your request I can
confirm that....

REASON FOR WRITING

I`m sorry I wasn`t available to take
your call yesterday.
Thank you for your mail. There is one
point I don`t quite understand.
I am sorry to inform you that we have
got another invitation.

REQUEST FOR ACTION

Could you please call me later today?
Could you please send me a reply?
Please confirm that these arrangements
are OK.

ENDING

Regards
Yours truly,
Yours sincerely,
Best wishes,
Love and kisses to all.
Give my regards to your family.
I am looking forward to hearing from
you soon.

YOUR NAME AND SURNAME

Used literature

Dinos Demedrias: Information
Technology

Leo Jones: Working in English

